

## CLAIMS

What is claimed is:

- 1           1.     A trouble ticket handling system, comprising:  
2                     login logic operable to log a user into a plurality of trouble ticket  
3     systems;  
4                     a monitoring device operable to poll the plurality of trouble ticket  
5     systems comprising a plurality of open trouble tickets; and  
6                     user interface logic operable to enable the user to automatically load a  
7     proper trouble ticket from any of the plurality of open trouble tickets at the plurality  
8     of trouble ticket systems.
  
- 1           2.     The system of claim 1, further comprising memory coupled to the  
2     login logic, the memory being operable to store at least one password associated with  
3     each of the plurality of trouble ticket systems, and to store and a username associated  
4     with the user.
  
- 1           3.     The system of claim 2, wherein each of the plurality of trouble ticket  
2     systems is associated with a geographic region.
  
- 1           4.     The system of claim 3, wherein each of said at least one password is  
2     different and each of said at least one password is associated with one of the plurality  
3     of trouble ticket systems.
  
- 1           5.     The system of claim 1, wherein the monitoring device is operable to  
2     poll the plurality of trouble ticket systems on a periodic basis.

1           6.     The system of claim 1, wherein the monitoring device is operable to  
2     poll the plurality of trouble ticket systems upon receiving an instruction from the user  
3     interface logic.

1           7.     The system of claim 1, wherein the monitoring device is operable to  
2     retrieve information from each of the plurality of trouble ticket systems regarding a  
3     plurality of open trouble tickets associated with the user.

1           8.     The system of claim 7, wherein the trouble tickets are associated with  
2     the user through a common language location identifier based on a center associated  
3     with the user.

1           9.     The system of claim 1, further comprising sorting logic operable to  
2     determine the proper trouble ticket to load to the user.

1           10.    The system of claim 9, wherein the sorting logic is operable to sort a  
2     plurality of trouble tickets responsive to a common language location identifier, a  
3     tracking key, and a time stamp associated with each of the plurality of trouble tickets.

1           11.    The system of claim 9, wherein the sorting logic is further operable to  
2     sort a plurality of trouble tickets responsive to a tracking key associated with each of  
3     the plurality of trouble tickets.

1           12.     The system of claim 1, wherein the user interface logic inhibits the  
2     user from choosing a trouble ticket to work on based on a perceived level of difficulty  
3     associated with the chosen trouble ticket.

1           13.     The system of claim 1, wherein the user interface logic is further  
2     operable to enable the user to manually load to a trouble ticket.

1           14.     The system of claim 13, wherein the user interface logic is further  
2     operable to enable the user to enter a reason for manually loading the trouble ticket.

1           15.     The system of claim 14, wherein the user interface logic is further  
2     operable to set an alarm when the user exceeds a threshold number of allowable  
3     manual load tickets.

1           16.     The system of claim 15, further comprising a reporting logic operable  
2     to report the alarm to a supervisor of the user.

1           17.     The system of claim 1, wherein the proper trouble ticket is determined  
2     by a sorting logic which is operable to provide the user interface with an oldest  
3     maintenance ticket as determined by a tracking key associated with each of the  
4     plurality of trouble tickets.

1           18.     The system of claim 1, wherein the sorting logic is operable to provide  
2     the user interface with an oldest installation ticket as determined by the tracking key,  
3     if there are no maintenance tickets.

1           19.    A method of assigning trouble tickets, comprising the steps of:  
2                   periodically polling a plurality of trouble ticket systems for at least one  
3 trouble ticket associated with a support center;  
4                   sorting said at least one trouble ticket with a plurality of previously  
5 received trouble tickets;  
6                   storing a plurality of sorted trouble tickets in a memory device;  
7                   receiving a request for a trouble ticket from a technician at the support  
8 center; and  
9                   providing the technician with a proper trouble ticket from the plurality  
10 of sorted trouble tickets.

1           20.    The method of claim 19, further comprising:  
2                   storing at least one password for the technician associated with each of  
3 the plurality of trouble ticket systems in the memory device.

1           21.    The method of claim 20, further comprising logging the user into the  
2 plurality of trouble ticket systems with said at least one password.

1           22.    The method of claim 20, wherein each of said at least one password is  
2 different and each of said at least one password is associated with one of the plurality  
3 of trouble ticket systems.

1           23.    The method of claim 19, further comprising polling of the plurality of  
2 trouble ticket systems occurs upon receiving a request for a trouble ticket from a  
3 technician at the support center.

1           24.     The method of claim 19, wherein the trouble tickets are associated with  
2     the support center through a common language location identifier associated with the  
3     support center.

1           25.     The method of claim 24, wherein sorting said at least one trouble ticket  
2     with a plurality of previously received trouble tickets comprises sorting trouble tickets  
3     in accordance with a tracking key, and a time stamp associated with each trouble  
4     ticket.

1           26.     The method of claim 19, wherein the user interface logic inhibits the  
2     user from choosing a trouble ticket to work on based on a perceived level of difficulty  
3     associated with the chosen trouble ticket.

1           27.     The method of claim 19, further comprising the steps of:  
2                   receiving a request from the technician to manually load a trouble  
3     ticket; and  
4                   assigning the trouble ticket to the technician responsive to the request  
5     to manually load the trouble ticket.

1           28.     The method of claim 27, further comprising receiving a reason from  
2     the technician for manually loading the trouble ticket.

1           29.     The method of claim 28, further comprising causing an alarm when the  
2     technician exceeds a threshold number of allowable manual load tickets.

1           30.     The method of claim 29, further comprising reporting the alarm to a  
2 supervisor of the technician.

1           31.     The method of claim 19, wherein the proper trouble ticket is an oldest  
2 maintenance ticket as determined by a tracking key associated with each of the  
3 plurality of trouble tickets.

1           32.     The method of claim 31, wherein the proper trouble ticket is an oldest  
2 installation ticket as determined by the tracking key, if there are no maintenance  
3 tickets.

1           33.    A computer readable medium having a program for assigning a trouble  
2   ticket to a responsible technician, the program operable to perform the steps of:  
3                   periodically polling a plurality of trouble ticket systems for at least one  
4   trouble ticket associated with a support center;  
5                   sorting said at least one trouble ticket with a plurality of previously  
6   received trouble tickets responsive to a tracking key and time stamp included with  
7   each of the trouble tickets;  
8                   storing a plurality of sorted trouble tickets in a memory device;  
9                   receiving a request for a trouble ticket from a technician at the support  
10   center; and  
11                  assigning the technician to a proper trouble ticket from the plurality of  
12   sorted trouble tickets.

1           34.    The program of claim 33, further operable to perform the step of:  
2                   storing at least one password for the technician associated with each of  
3   the plurality of trouble ticket systems in the memory device.

1           35.    The program of claim 34, wherein each of said at least one password is  
2   different and each of said at least one password is associated with one of the plurality  
3   of trouble ticket systems.

1           36.    The program of claim 33, further operable to perform the step of  
2   polling of the plurality of trouble ticket systems occurs upon receiving a request for a  
3   trouble ticket from a technician at the support center.

1           37.     The program of claim 33, wherein the trouble tickets are associated  
2     with the support center through a common language location identifier associated  
3     with the support center.

1           38.     The program of claim 33, wherein the user interface logic inhibits the  
2     user from choosing a trouble ticket to work on based on a perceived level of difficulty  
3     associated with the chosen trouble ticket.

1           39.     The program of claim 33, further operable to perform the steps of:  
2                 receiving a request from the technician to manually load a trouble  
3     ticket; and  
4                 assigning the trouble ticket to the technician responsive to the request  
5     to manually load the trouble ticket.

1           40.     The program of claim 39, further operable to perform the step of  
2     receiving a reason from the technician for manually loading the trouble ticket.

1           41.     The program of claim 40, further operable to perform the step of  
2     causing an alarm when the technician exceeds a threshold number of allowable  
3     manual load tickets.

1           42.     The program of claim 41, further operable to perform the step of  
2     reporting the alarm to a supervisor of the technician.



1           43.     The program of claim 33, wherein the proper trouble ticket is an oldest  
2 maintenance ticket.

1           44.     The program of claim 43, wherein the age of the maintenance tickets is  
2 determined by a tracking key associated with each of the plurality of trouble tickets.

1           45.     The program of claim 43, wherein the proper trouble ticket is an oldest  
2 installation ticket as determined by the tracking key, if there are no maintenance  
3 tickets.

1           46.     The program of claim 33, the program being further operable to  
2 perform the step of tracking a plurality of work schedules associated with a plurality  
3 of technicians.

1           47.     The program of claim 46, the program being further operable perform  
2 the step of assigning the trouble ticket responsive to a work schedule among the  
3 plurality of work schedules, associated with the technician.